

NRM PROGRAM & VISITOR ASSISTANCE UPDATE



Park Ranger Conference
Great Lakes & Ohio River Division
23 October 2007



Steve Austin

Senior Policy Advisor - Park Ranger Activities
HQ NRM Branch
Washington, DC

WHAT'S UP FOR TODAY?

- Highlight:
 - What's New at HQ
 - New Rec Program Inspection Report
 - Visitor Assistance
 - New Initiatives



*Informal – ask
questions anytime*

NEW AT HEADQUARTERS

..... so, what's
the newest thing
at HQ?

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NEW AT HEADQUARTERS

..... so, what's
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NEW AT HEADQUARTERS

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at HQ?



Mike Enschede
Chief of Operations
HQUSACE

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The Headquarters'
**NATURAL RESOURCES
MANAGEMENT BRANCH**

We are also You
and Everybody Else
in the NRM
community!



TEMPORARY HQ ASSIGNMENTS

Opportunities!

- **Task Forces / Committees:**
 - Water Safety
 - Uniforms
 - Signs
 - Career Development
 - Park Ranger CoP
 - Fire Management
 - Environmental Compliance
 - User Fees
 - Reservation Service
 - Rec/Stewardship Advisory Teams
- **Career Assignment Program (CAP) in HQ:**
 - Two 5-month details in HQ Washington DC
 - Excellent experience: policy development, program management

Interested? Ask me or a former CAPer and get it in your Individual Development Plan

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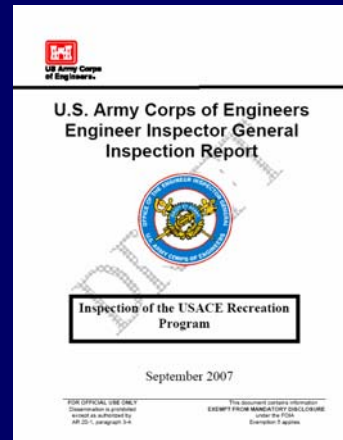
- **Jeff Pobliego** Park Ranger, Carters Lake, South Atlantic Div
- **just completed his CAP assignment**

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Engineer Inspector General Report:

INSPECTION OF THE CORPS RECREATION PROGRAM

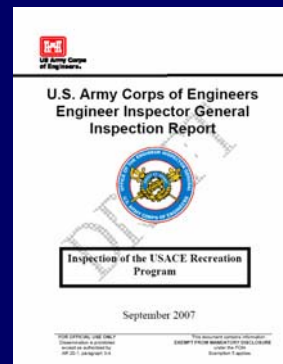
- Just in – Still in Draft
- Inspection Objectives:
 - Adherence to Corps Recreation Policy
 - Training & Knowledge of project employees
 - Plans and Programs to reduce public accidents and fatalities



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INSPECTION OF THE CORPS RECREATION PROGRAM

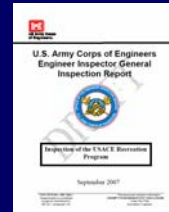
- Interviewed:
 - 200 Employees in
 - 8 Districts and
 - 17 Projects
 - (LRN & LRD)**
- *Anybody here get interviewed?*



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INSPECTION OF THE CORPS RECREATION PROGRAM - RESULTS

- Recreation Mission is a thriving program
- Managers and rangers are exceptionally dedicated, proud professionals
- NRM Policy outdated or incomplete
- NRM Gateway – best web/COP seen to date
- Prevention of water-related fatalities a top priority



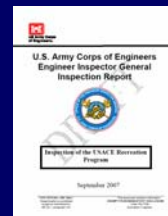
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THE INSPECTION REPORT FOUND:

- A very successful Recreation Program
- Dedicated employees working diligently to ensure a quality recreation experience
- Park Rangers are backbone of rec program, providing professional presence that the public has come to expect
- Impressed with dedication, enthusiasm and competence of managers and rangers throughout the Corps



THE USACE PARK RANGER

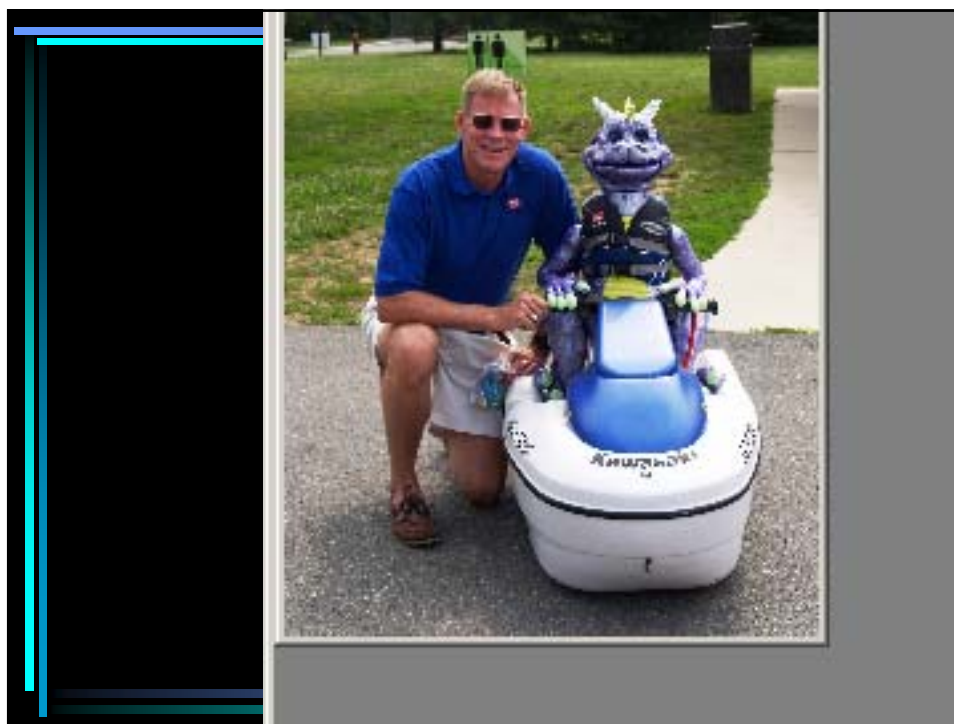




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October 12, 2007



USACE representatives greet visitors at the Corps' exhibit convention. This year's convention drew more than 5,000 attendees, including military and civilian personnel. In addition to product development and training, the convention covers such topics as the NCO education system, modern business transactions, support to warfighters, Soldiers and children coping with deployment.

AUSA Opens With Pledge to Army Families

By Beth Reese
Army News Service

The annual convention of the Association of the U.S. Army kicked

off with a pledge to improve accessibility and quality of health care, expanding education and employment opportunities and improving housing.

More than 20,000 homes have been newly built or renovated through the

Ghraib guard Lyndie E. Johnson, drawn over 5,000 mentions in the name in America, but Peoria is known to too few."

Headline: Park Rangers Gaining More Recognition & Support

- Park Rangers: Corps *"Face To The Nation"*
- More Command Support
- Increased Ranger Visibility at HQ
- Park Ranger **Community of Practice**



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one result of this positive support....

OUTSOURCING of PARK RANGERS

- Should we contract Ranger Services?
- 7500 Corps Positions being studied for possible outsourcing
- We provided info to Chief, ASA, DoD in defense of the Park Ranger position
- Obtaining an *"Inherent Govt. Function"* exemption for Park Rangers
- Chief – *"Park Rangers Will Not Be Studied"*
- ASA – Army is **not considering** the Park Ranger position

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another result of this positive support....

CONVERTING GS-025 TO GS-401

Human Resources and Operations have developed:

**Guidance for the Classification of NRM
Positions in the GS-0400 Series**

Identifies education, experience, training
towards qualifying for GS401

Managers review positions which may lead to
reclassification

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VISITOR ASSISTANCE POLICY

- Chapter 6 of ER/EP 1130-2-550
- The ECs:
 - Visitor Assistance Training
 - Pepper Spray Authorization
 - Vehicles
- **Status ?**

Combining the ECs into the ER/EP

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VISITOR ASSISTANCE POLICY

- Conducted field review and comment
- Incorporated comments in final package
- Staffing thru HQ for publication
- Scope of employment – *Role of the Ranger* - has not changed

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What's the future of the
Corps Park Ranger?

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PARK RANGER
COMMUNITY OF PRACTICE



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PARK RANGER COMMUNITY OF PRACTICE

- Develop & administer a Ranger CoP to provide for a unified and on-going support platform for the Corps Ranger
- Develop a plan for program sustainability to ensure the Ranger is appropriately positioned for the future

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PARK RANGER COMMUNITY OF PRACTICE – Guiding Principles

- Corps Ranger absolutely essential to the success of the Civil Works mission
- Role will continue to expand into non-traditional areas in support of other CW missions
- Imperative that Rangers receive as many tools/training to ensure success and safety

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PARK RANGER COMMUNITY OF PRACTICE – Advisory Board

- Forming – Nomination Memo with 26 Oct suspense
- Each MSC have one board member (either a district , manager or ranger)
- National (Ranger-Related) Program Managers also on the Board

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PARK RANGER COMMUNITY OF PRACTICE – Dr. Sudol, Acting Chief, Operations

"I envision an ever increasing critical role of the Corps Park Ranger in the years to come.

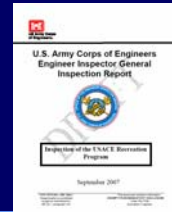
Not only has the Park Ranger been a great ambassador for the Agency as the Corps "face-to-the-nation", the ranger's job of the future will reflect both the traditional responsibilities plus the added diversity of being an ever greater integral part of the Civil Works mission.

Ensuring that the Park Ranger is appropriately positioned for the future will be a key objective of the Park Ranger Community of Practice."

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The screenshot shows the homepage of the Natural Resources Management Gateway. The header includes the US Army Corps of Engineers logo and the title "Natural Resources Management Gateway to the future...". A navigation bar contains links: Home, Employees, Visitors, Lake Discovery, Recreation, Env Compliance, Env Stewardship, Calendar, Glossary, Learning, Tools, GETS, Partners, New Postings, and Index/Search. Below the navigation bar, there are links for Help, Contact Us, and FAQs. The main content area is divided into two columns. The left column, titled "Communities of Practice", lists various topics like Main CoP, Operations & Regulatory, Blue Collar, Hydropower, Inland Navigation Infrastructure, Natural Resources Management, Navigation, Operations Project Managers, Regulatory, and Safety. The right column, titled "Natural Resources Management Notes", contains a "Welcome" message and a section titled "The NRM Gateway" with links for What is the Gateway?, How to participate in Gateway development, How to use Gateway, and Gateway Initiative. A search bar is located in the top right of the main content area. The footer of the browser window shows the address "http://corpslakes.usace.army.mil" and the page number "34".

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PREVENTION OF WATER-RELATED FATALITIES A TOP PRIORITY

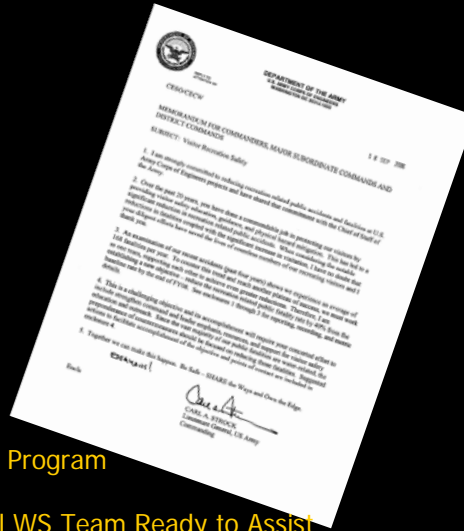
- Upward reporting of recreation-related public fatalities is not consistent throughout the Corps (still causing confusion)
- Recommend that Safety Office ensure the policy is understood and executed consistently throughout the command



Chief's Public Fatality Reduction Guidance



40% by end of FY08!
Baseline on 168 fatalities
Chief's personal commitment
Recognizes and Empowers Our Program
Title 36 Area of Reporting
Water Safety NOC and National WS Team Ready to Assist



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LIFE JACKET STUDY

Director of Civil Works (MG Riley)

- Feasibility of public-mandate of PFD use
- Memo sent - asking for District POCs
- Survey – obtain input from everyone
other agencies, public, you
- All factors will be considered
- Team will be formed and will
recommend policy to DCW next spring

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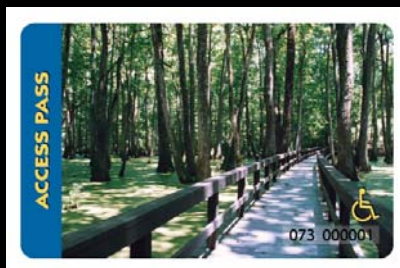
NATIONAL OPERATION CENTER FOR **WATER SAFETY**



- Lynda Nutt, Program Man.
- National Committee
- Provides centralized support for your water safety efforts
- National MOUs
- Safety Evaluations
- Water Safety Products Catalog
new products!

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NEW & PROPOSED **POLICIES & INITIATIVES**



Corps Watch
US Army Corps of Engineers
Pittsburgh District

For information leading to the prosecution of anyone committing crimes against US Army Corps of Engineers (USACE) property.

Hotline
1-866-413-7970

Up to a \$1,000 REWARD!
Callers can remain anonymous.

Locks and Dams			Lakes	
Allegheny River	Monongahela River	Ohio River	Seneca Lake	Michigan Creek Lake
Lock 2	Lock 1	Bayview L.D.	Conestoga Lake	Shenandoah Lake
Lock 3	Lock 2	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 4	Lock 3	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 5	Lock 4	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 6	Lock 5	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 7	Lock 6	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 8	Lock 7	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 9	Lock 8	Conestoga L.D.	Conestoga Lake	Shenandoah Lake
Lock 10	Lock 9	Conestoga L.D.	Conestoga Lake	Shenandoah Lake

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CORPS WATCH PROGRAM

- “Neighborhood Watch” style program
- Provides cash rewards
- NOC in Pittsburgh



some results:

- *100.00 for vandalism at RD Bailey Lake.*
- *\$200.00 for a timber theft at Fishtrap Lake.*
- *\$340.00 for theft of playground equipment at Paint Creek Lake.*

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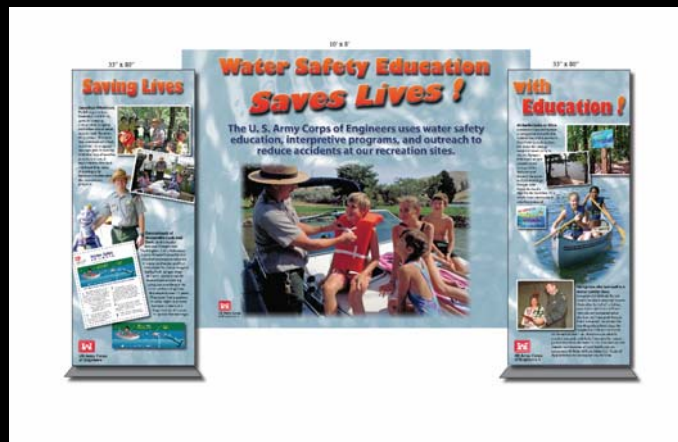
Auto-Inflatable PFDs



- Tested numerous products
- Authorized three models
- Now in use Corps-wide

Success !

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Priority # 3 Sample Corps Story Approach



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Options
Visitor Centers and project
offices can choose from
a variety of styles to fit their
audience and decor



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CRITICAL INCIDENT STRESS MANAGEMENT PROGRAM



CISM Authorized May 2006
SWD National Operating Ctr

Program Managers:
Larry Bogue & Terry Holt

*If you are having a difficult time coping with a
work related incident --*

✓ **Contact your supervisor, Bogue or Holt**

Interested in being a Peer Supporter?

Contact your Division CISM POC (see Gateway)

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new law established:

***America the Beautiful
Fee Discount Program***

abolished:

Golden Age Program

the benefit:

**We Can Accept the
Access and Senior Pass
(50 % off camping & day
use fees)**



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